

Amendments to the Claims

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. **(Currently Amended)** A computer-implemented method of providing automated services comprising the steps of:

interacting with a user via an automated interactive voice response system;

authenticating said user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;

querying an awards database to determine whether an awards account is associated with said user;

acquiring itinerary data from said user;

querying an itinerary database with said itinerary data and receiving a plurality of itineraries;

providing to said user said plurality of itineraries;

receiving from said user a selection of an initial itinerary from said plurality of itineraries;

querying said awards database and determining if said user's awards account contains sufficient awards for said initial itinerary;

providing to said user an alternative itinerary for which said user's awards account contains sufficient awards;

receiving from said user a selection of said alternative itinerary; and

ticketing or holding said alternative itinerary; [.]

prompting said user to enter baggage data;
acquiring baggage data from said user;
querying a baggage database with said baggage data for information in said
baggage database; and
providing said information to said user.

2. (Previously Presented) The computer-implemented method according to claim 1, further including the step of:

confirming said selected itinerary.

3. (Previously Presented) The computer-implemented method according to claim 1, further including the steps of:

placing said selected itinerary on hold; and

providing said user a reference number indicative of said itinerary.

4. (Previously Presented) The computer-implemented method according to claim 1 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

5. (Previously Presented) The computer-implemented method according to claim 1, further including the step of:

assigning seats to said user for said selected itinerary.

6. (Previously Presented) The computer-implemented method according to claim 1, wherein said user is transferred to an operator upon request.

7. (Previously Presented) The computer-implemented method according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. (Previously Presented) The computer-implemented method according to claim 1, wherein said identification data is biometric data.

9. (Previously Presented) The computer-implemented method according to claim 8, wherein said identification data is voice data.

10. (Previously Presented) The computer-implemented method according to claim 1, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. (Previously Presented) The computer-implemented method according to claim 1, wherein said awards database is a look-up table.

12. (Currently Amended) A computer-implemented method of providing automated services comprising the steps of:

interacting with a user via an automated interactive voice response system;

authenticating said user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;

utilizing said identification data to access an awards account;

querying an awards database to determine whether an awards account is associated with said user;

acquiring itinerary data from said user;

querying an itinerary database with said itinerary data;

providing to said user one or more itineraries;

prompting said user to select an itinerary from said plurality of itineraries;

querying an awards database to determine if said user's awards account contains sufficient awards for said selected itinerary;

providing to said user an alternative itinerary for which said user's awards account contains sufficient awards;

receiving from said user a selection of said alternative itinerary;

prompting said user to ticket or hold said selected itinerary;

ticketing or holding said alternative itinerary;

prompting said user to enter baggage data;

acquiring baggage data from said user; **and**

querying a baggage database with said baggage data for information in said baggage database; and [.]
providing said information to said user.

13. (Previously Presented) The computer-implemented method according to claim 12, further including the step of:
confirming said selected itinerary.

14. (Previously Presented) The computer-implemented method according to claim 12, further including the steps of:
placing said selected itinerary on hold; and
providing said user a reference number indicative of said itinerary.

15. (Previously Presented) The computer-implemented method according to claim 12 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

16. (Previously Presented) The computer-implemented method according to claim 12, further including the step of:
assigning seats to said user for said selected itinerary.

17. (Previously Presented) The computer-implemented method according to claim 12, wherein said user is transferred to an operator upon request.

18. (Previously Presented) The computer-implemented method according to claim 12, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

19. (Previously Presented) The computer-implemented method according to claim 12, wherein said identification data is biometric data.

20. (Previously Presented) The computer-implemented method according to claim 19, wherein said identification data is voice data.

21. (Previously Presented) The computer-implemented method according to claim 12, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

22. (Previously Presented) The computer-implemented method according to claim 12, wherein said awards database is a look-up table.

23 - 24. (Canceled)

25. **(New)** The computer-implemented method according to claim 12, wherein said automated services are provided by an airline.

26. **(New)** The computer-implemented method according to claim 25, where said user is a customer of said airline.